

SHERINGHAM MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP MEETING
Wednesday 8th January 2025

Present: Janet Eastwood (Chair), Sue Cotterill (Treasurer), , Roz Treadway, Pauline Craske (Practice Manager), Freddie Stening, Sarah Childs, Mike Stephenson, Refiloe Joka-Serote, Felicity Tomlinson, Lesley Vernon, Adrian Vernon,

Apologies: Elizabeth White, Gordon Hare,

Sandra Claxton Primary Care Network Manager gave an interesting update on her current work:

1. There is a spring covid booster vaccination programme planned starting 1st April. Eligible patient will be the over 75's.
2. A new innovation known as Freebris is being trialled in Care Homes. It is an AI-guided tool which supports community and family care workers to measure and share precise health measurements enabling more effective care for vulnerable patients. Four care homes in the town are currently using the equipment.
3. Integrated Neighbourhood Teams (INTs) bring together people and services to improve health and wellbeing but particularly the vulnerable frail.
4. Dr Sean Ward has been appointed the new Clinical lead for the PCN as from May 2025.

Minutes: Read and agreed.

Matters arising

- Surgery newsletter planned for February. Submissions needed by 31st January.

NHS App

- **MS** gave an update on the progress of the workshops which remain well attended.
- 54% of patients now using the app.
- The dashboard shows that there has been a usage of 12,200 with 864 prescriptions ordered. This translates in to 1.5 minutes per prescription saved by the surgery staff in processing.
- **MS** has been speaking with the NHS App management in Leeds regarding the Digital Champion's programme. It appears that he has been recognised as a leader in the field.
- **MS** now has an NHS email address which will help with communications.

Action:

- To continue to provide workshops for local residents.
- Look at going into local groups.

Finances:

- **SC** reported that the latest balance of funds held by Natwest stands at £1.109.97.

Action:

- To complete online bank account with Natwest.

Practice Newsletter

- Practice Newsletter available.

Action:

- Submissions for February newsletter by 31st January.

Action:

The Jhoots ongoing pharmacy situation.

- Ongoing concerns from PPG members and surgery staff continue to be received. It appears that there has been very little change except for a new sign on the outside the pharmacy.
- Steff Aquarone MP.had received a response from Jon Punt Patient Experience Senior Manager at NHS Norfolk and Waveney ICB.

Action:

- To continue to monitor ongoing concerns from public and surgery staff.

Local patient transport schemes:

- Updated local transport schemes leaflet now available.

Action:

- Ongoing monthly review at next meeting

Practice Matters:

PC updated the group on the new System connect. The care coordinators are starting new training in February.

LV asked about what training is available for staff dealing with difficult patients. **PC** reassured that there is a constant review of how some patients are handled via monitoring telephone conversations. Outside trainers are coming in to help staff deal with difficult situations.

Actions:

- Ongoing feedback of new systems
- Practice with help of PPG to arrange a series of open meetings for patients to hear answers to submitted questions.

Members Matters

- **JE** reminded members of joint surgery PPG meeting to be held on Friday 24th January 10am at the surgery.
- **FS** requested clarification on the Red Alerts sheet given at last meeting. **PC** explained.

Next meeting Wednesday 5th February 2025